



CRITICAL THINKING AND DECISION MAKING



An SGS Company



LEARNING OUTCOMES

- Identify the steps in the critical thinking process.
- Apply a range of decision making strategies.
- Explain the concept of cognitive bias.
- Develop strategies to avoid the top four cognitive biases.
- Practice focusing on one task at a time.
- Improve your current strategic thinking skills.
- Use strategic thinking to improve the decision-making process and make faster decisions.

COURSE OVERVIEW

This 1 day manager course for critical thinking involves looking at situations, events and circumstances in a deliberate and reflective way. It involves evaluating a range of perspectives free from bias.

Learn the processes to enable you to identify and evaluate specific situations quickly and to make more impactful decisions.

THIS COURSE IS IDEAL FOR

New and emerging leaders as well as existing and senior managers who want to improve their strategic thinking and decision making skills.

TOPICS COVERED IN THIS COURSE

Cognitive and critical thinkers

Increase your understanding of critical thinking and how it supports problem-solving and decision making.

The fast/slow error

How fast and slow thinking shapes perception and choice.

How mistakes happen

Everyone makes mistakes. What's important is to identify how they occur so they're not repeated.

The five whys

A technique to investigate the root causes of a problem and develop suitable solutions.

Bias and the decision making process

Avoid willful blindness and the cognitive biases that limit your decision-making ability.

Creative brainstorming

Use the SCAMPER technique to generate new ideas or rethink existing ones.

Thinking as a physical act

Identify the cognitive price of thinking and the myth of multi-tasking.

Four ways to improve your strategic thinking skills

- Know: Seek and observe global/political trends.
- Think: Ask the tough questions.
- Speak: Structure your verbal and written communication to help your audience focus on the core message.
- Act: Allow time for thinking and embrace healthy conflict.

Practical, relevant training developed for the Australian workplace.

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